



Entone Set Top Box User's Guide



“Totally Local, Simply Brilliant”

Welcome to CommVision IPTV!

KPU is committed to bringing you state-of-the-art technology and exceptional value. With KPU CommVision IPTV you get 100% digital quality programming, an interactive program guide, CD-quality music channels, on-screen Caller ID, parental controls and more!

Please review the information on the next page with our technician. This information will insure that you have been provided the materials and instruction to start enjoying your new service.

KPU CommVision Customer Support

907-228-5474

Billing and Account Information

Monday – Friday: 9:00 am – 6:00 pm
Saturday: 10:00 am – 4:00 pm

Technical Support

611 or 907-225-2111 Ext 1 or email: helpdesk@kpunet.net
Monday – Friday: 8:00 am – 9:00 pm
Saturday - Sunday: 11:00 am – 9:00 pm

Office Location

2417 Tongass Ave. (The Plaza)
Monday – Friday: 9:00 am – 6:00 pm
Saturday: 10:00 am – 4:00 pm

Website

www.kpunet.net

Welcome

Your TVs are programmed as follows:

TV	Location	Channel/Input	TV Programming Code
TV 1			
TV 2			
TV 3			
TV 4			

Modem:

Model	Location	Wired/Wireless

Set Top Boxes:

TV	Model	SD/HD	PVR
TV 1			
TV 2			
TV 3			
TV 4			

Your PINs are currently set to:

Purchasing PIN	
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Installation Checklist:

- ☐ Installation Summary Sheet
- ☐ TV Locations and Setup
- ☐ Personal Identification Numbers (PIN)
- ☐ Remote Control Quick Reference Guide
- ☐ Turning System On/Off
- ☐ Common Remote Functions
 - Guide
 - Menu
 - Music
 - VOD
- ☐ Caller ID (if applicable)
- ☐ Channel Lineup
- ☐ DSL Authentication/ Speed Test: _____
- ☐ HD Setup
 - Aspect Ratio and Resolution
 - Stream Enablement
- ☐ Customer Support
- ☐ Help

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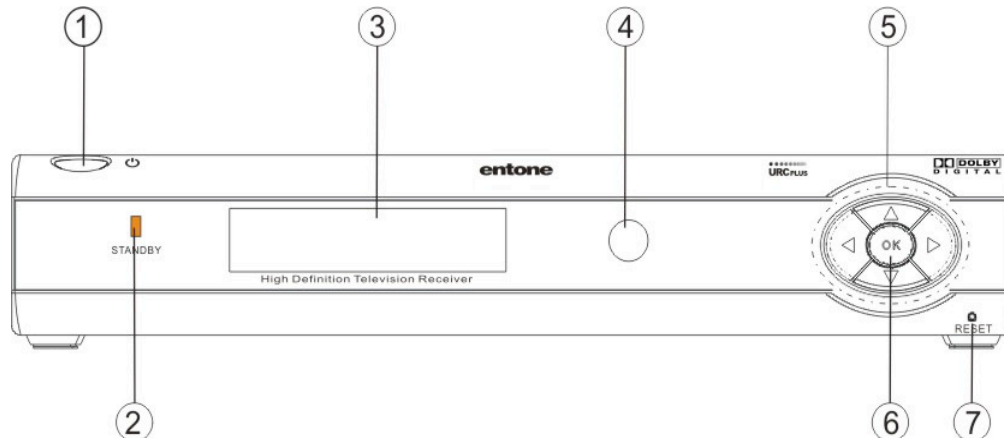
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Introduction



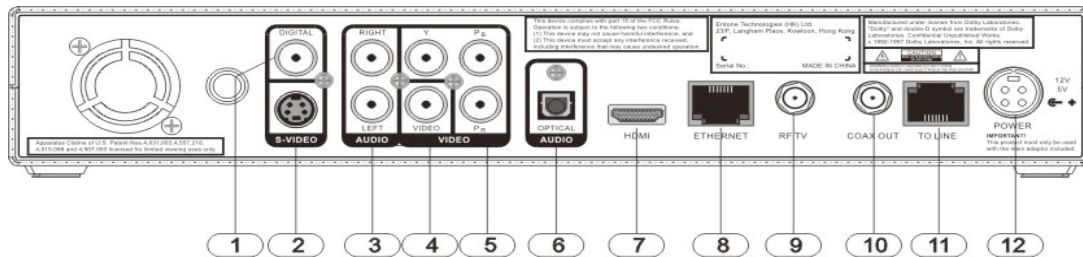
Front of Entone Amulet

Part Name	Description
1. Standby Switch	Power up or put Amulet in standby mode.
2. Standby/On Indicator	Amber in standby mode and starting Green when started.
3. Front Panel Display	Start-up messages Clock after starting
4. IR receiver	Remote control IR receiver
5. Arrow keys	UP arrow for setting HDMI and Component resolution.
6. OK button	Trigger remote registration mode.
7. Reset Pin Hole	Restart Amulet.



Cables

1. Ethernet
2. Coaxial Cable
3. Telephone Cord
4. Left and Right Audio and Component Video
5. Power Cord



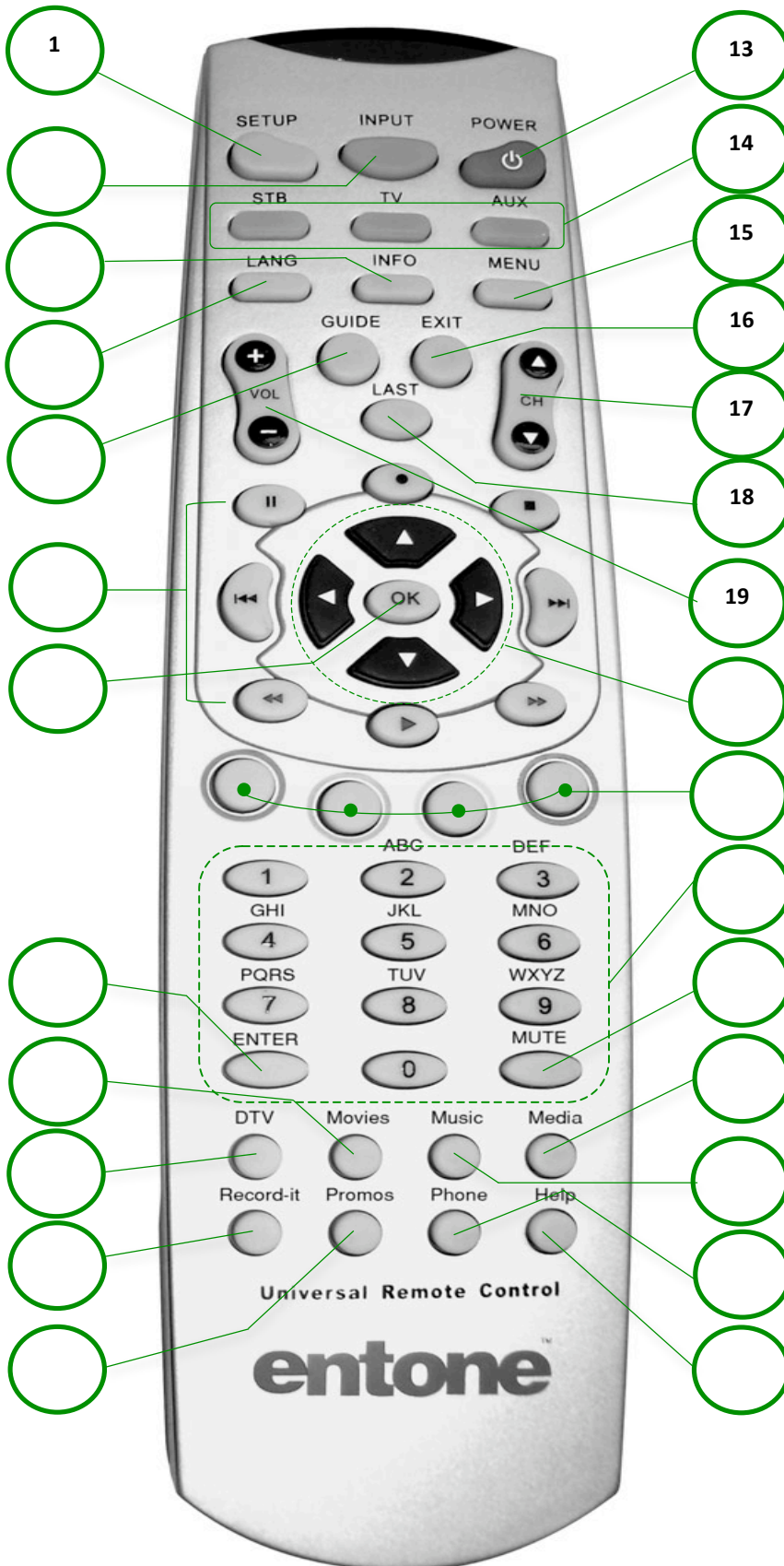
Back of Entone Amulet

Part Name	Description
1. Digital Audio	S/PDIF digital coaxial RCA audio output
2. S-Video	S-Video output
3. Audio Left/Right	Composite audio output
4. Video	Composite video output
5. Y Pb Pr	Component video output
6. Optical Audio	S/PDIF digital optical audio TOSLINK output
7. HDMI	HDMI output
8. Ethernet	RJ45 plug for connecting to ADSL modem or network access equipment
9. RF TV	Type-F connector for RF TV output (factory set to channel 10)
10. Coax out	Type-F connector for HomePNA coaxial output (optional feature)
11. To Line	RJ11 plug for connecting HomePNA phone wire output (optional feature)
12. DC input	DC power jack

Remote

Remote Buttons	Description
1. SETUP	Special Key reserved for remote programming functions
2. INPUT	Changes the current A/V input of the selected device. INPUT + MENU triggers STB User Menu.
3. INFO	Displays on-screen information about the current television program.
4. LANG	Reserved for future use.
5. GUIDE	Displays the on-screen television guide which provides information about current and future television programming.
6. VCR/DVD Controls	Buttons used for VCR/DVD play/stop/ffwd/rwd/pause. These buttons can be also be used for VCR-like controls with VOD services.
7. OK	Executes the currently selected menu option.
8. ENTER	Confirms the channel number entered.
9. MOVIES	Displays the VOD menu.
10. DTV	Returns user to live programming.
11. RECORD-IT	Displays the PVR Menu.
12. RESERVED USE KEY	Reserved for future use.
13. POWER	Turns the currently selected service on or off.
14. DEVICE KEYS	Selects the device that you would like to control. (STB/TV/AUX)
15. MENU	Displays the on-screen menu.
16. EXIT	Exits the current menu option.
17. CH	Changes the channel up/down. Page up/down in the Guide.
18. LAST	Changes channel to the most recently viewed channel.
19. VOL	Raises or lowers volume of the currently selected device.
20. NAVIGATION KEYS	Navigates right, left, up, down in the on-screen guide.
21. SPECIAL FUNCTION KEYS	Access to special menu items and views.
22. NUMBERED BUTTONS	Allows direct access to specific channels and menu items.
23. MUTE	Turns off the volume of the currently selected device.
24. MEDIA	Not used.
25. MUSIC	Displays available music channels.
26. PHONE	Displays the Caller ID menu.
27. HELP	Displays the on-screen help menu.

The Remote



Turning on the System

The universal remote provided allows you to navigate through the Digital TV functions and also control the volume and power on your television.

entone URC Plus – B Series



To turn the system ON:

1. Press **TV**, then **PWR** on the remote to turn on the television.
2. Press the **STB** button then **PWR** to initiate control of KPU Commvision functions.

To turn the system OFF:

1. Press the **STB** button then **PWR** to turn off the Set Top Box.
2. Press **TV**, then **PWR** to turn off the TV.

URC Plus Troubleshooting:

When turning on the system, if a screen appears prompting you to press **PWR**, verify that you are in **STB** mode by pressing the **STB** button. Then point the remote away from the TV and press **PWR** again, to activate the Set Top Box.

Remote Control

Use the remote arrow keys to navigate interactive, on-screen menus. When the cursor moves, a highlight appears around selected items. Feature buttons on the remote (DTV, Music, etc.) jump directly to a particular service. See page 3 for a complete description.

Navigating with the Remote

1. Use the remote arrow keys to move the cursor. The selected item will be highlighted in white.
2. Press the **OK** button on the remote. An action occurs and the screen changes.

Remote Codes

The remote is capable of controlling additional home electronics such as your TV, DVD or Stereo. Refer to the included Remote Programming instructions for additional information on how to program the remote. Programming instructions are also available at www.entone.com/assets/File/Reference_Guides/Amulet_User_Guide_v1_6_1.pdf

Personal Identification Number

A 4-digit personal identification number (PIN) is issued at the time of installation (See *Welcome* page).

Your PIN is used to rent movies and set parental controls for TV programs and movie ratings. When required, an on-screen message prompts you to enter the PIN using the remote. As a security measure, asterisks appear as the numbers are entered. If the wrong PIN is entered, a message prompts re-entry.

Note: You can change or inactivate the PIN. See page 8 for details.

Personal Settings

Parental Controls

Use Parental Controls to set maximum viewable ratings for movies and TV programs, as well as prevent unrated TV shows from displaying. A valid PIN is required to alter Parental Controls.

Set Parental Controls

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **PARENTAL CONTROL**.
3. Select **SETTINGS**.
4. Enable or Disable – Select **NO** to disable parental controls. Select **YES** to activate parental control features throughout the system.
5. Edit preferences using the directional arrows and **OK** on the remote for the following:
 - Movie Rating** – Control viewing of programs below the selected MPAA ratings level (PG-13, etc.).
 - Television Rating** – Control viewing of programs below the selected VCHIP rating level (TV-14, etc.).
 - Lock Unrated Shows** – Select Yes or No to restrict viewing of shows that are not assigned a rating.
 - Show titles under Parental Control** – Select **YES** or **NO** to restrict showing titles in the guide.
6. Select **OK** to save changes and return to the main menu.

Hide and Unhide Channels from the Guide

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **PARENTAL CONTROL**.
3. Select **HIDE CHANNELS**.
4. Use the directional arrows on the remote to browse through a list of available channels. Press **OK** on the remote to select or deselect specific channels.
5. Select **OK** to save channels and return to the Parental Control menu.

Movie Ratings

G	General audience
PG	Parental guidance suggested
PG- 13	Parents strongly cautioned
R	Restricted
NC-17	No one 17 and under admitted
NR	Not Rated

Parental Controls, PIN Settings

TV Ratings

V	Violence
S	Sexual Conditions
L	Coarse or Crude Indecent Language
D	Suggestive Dialog
FV	Fantasy Violence
TV-Y	All Children
TV-Y7	Directed to Older Children
TV-G	General Audience
TV-PG	Parental Guidance Suggested
TV-14	Parents Strongly Cautioned
TV-MA	Mature Audience Only

PIN Settings

A 4-digit personal identification number (PIN) is issued at the time of installation (see *Welcome* page). When required, an onscreen message prompts you to enter the PIN using the remote. As a security measure, asterisks appear as the numbers are entered.

Change the Current PIN

1. Press **MENU** on the remote control
2. Select **ACCOUNT INFO/SETTINGS**, and then **PIN OPTIONS**.
3. Highlight the PIN you want to change and press **OK**.
4. Use the number keypad to enter the new PIN. Press **OK** to confirm the change. Press the right directional arrow () on the remote control to leave the number field.
5. Select **OK** to save changes and return to the menu.

Enable/Disable the PIN

Warning: When the PIN is disabled you will no longer be required to enter a PIN when accessing and changing System Settings or when making purchases such as Video on Demand (VOD) movies.

1. Press **MENU** on the remote control.
2. Select **ACCOUNT INFO/SETTINGS**, and then **PIN OPTIONS**.
3. Select **YES** to Disable or **NO** to enable the selected PIN.
4. Select **OK** to save changes and return to the menu.

System Features

On-Screen Menu

Navigate system functions two ways: the on-screen main menu or the remote feature buttons. The menu displays:

- List of main features (DTV, Music, etc.) available on the system.
- Options for controlling how and if the system displays certain information (Parental Controls, Favorites, System Settings, Change PIN).
- Account history and more.

Using the Menu

1. Press **MENU** on the remote.
2. Use the ▲ ▼ directional arrows on your remote to navigate program titles one channel at a time.

Menu Structure

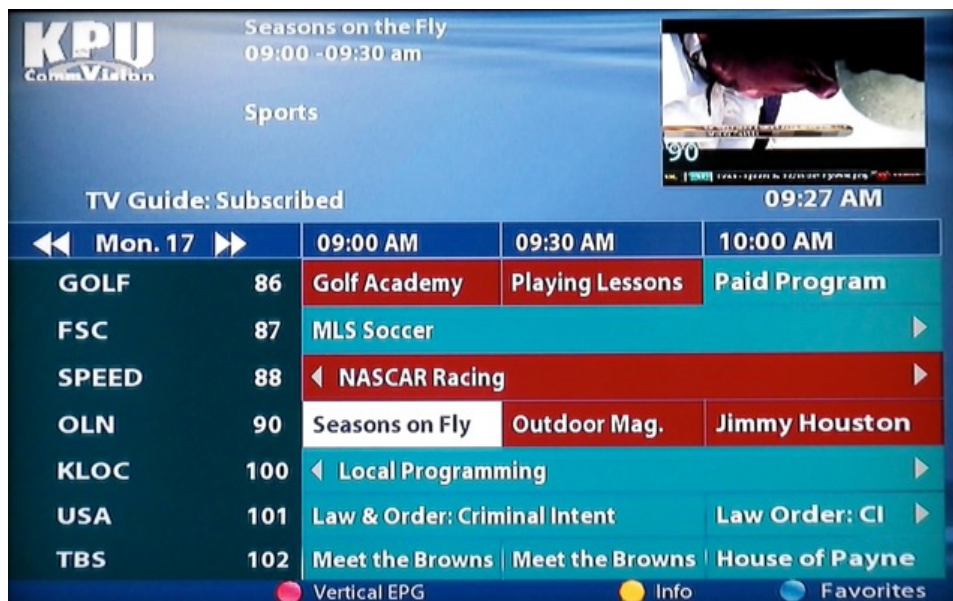
Watch DTV	• Return to Regular DTV Programming
Search DTV	• Program Guide • By Category • By Title • By Keyword
Movies	• Direct Access to VOD Movies
Recordings *With subscription to PVR	• Finished • Scheduled • Series • New
Promotions	• Future Use
Account Info/Settings	• Parental Control • Favorites • Channel Renumbering • System Settings • Account • PVR Settings (with subscription to PVR) • PIN Options • Subtitling • Picture Settings • Closed Captioning • Caller ID Settings • System Info • Contacts (currently unavailable)
Web on TV	• Future Use
Music	• Direct Access to Digital Music
Phone	• Phone History • Phone Book
Help	• Direct access to system help topics

Interactive Program Guide (IPG)

Interactive Program Guide (IPG)

Press **GUIDE** on the remote to access detailed information for the selected entertainment feature (DTV, Music, etc.). The last channel viewed appears on a smaller screen (screen-in-screen) within the Guide so you never miss what's happening while you search for what's on, schedule feature programs or get more information.

TV listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs.



TV Guide: Subscribed		09:27 AM		
◀ Mon. 17 ▶		09:00 AM	09:30 AM	10:00 AM
GOLF	86	Golf Academy	Playing Lessons	Paid Program
FSC	87	MLS Soccer ▶		
SPEED	88	◀ NASCAR Racing ▶		
OLN	90	Seasons on Fly	Outdoor Mag.	Jimmy Houston
KLOC	100	◀ Local Programming ▶		
USA	101	Law & Order: Criminal Intent		Law Order: CI ▶
TBS	102	Meet the Browns	Meet the Browns	House of Payne

Vertical EPG Info Favorites

Light Green/Blue	Normal Programming
Dark Green	No Information
Red	Sports
Light Green	News
Dark Blue	Children's
Purple	Movies

There are two preset guides, "All" and "Subscribed." Press **GUIDE** multiple times to toggle between them. "Subscribed" displays the channels available in your subscribed package. "All" will display all channels available.

Navigating Guide Listings

Use the numeric keypad to advance directly to a specific channel or use the  Directional arrows on your remote to navigate program titles one channel at a time. Use the **CH up/down** button to advance a full page of listings.

Use the  directional arrows to see program listings in 30-minute increments, for up to one week in advance. Use the  keys to advance an entire day.

Highlight a program title and press **OK**. If the program is on now, you will tune to it. If the program will air later, you will be given options to tune to the channel now or set a reminder. Use the directional arrows and **OK** to select desired action or press **EXIT** to return to the guide.

System Features

Guide by Channel

1. Press **GUIDE** on the remote, use the directional arrows on the remote to highlight a program title that appears in the desired channel.
2. Press the **RED** circled button in the middle of the remote (above the number key pad).
3. Use the   directional arrows to browse program listings in chronological order. Use the   keys to switch to the next channel.
4. Press the **RED** circled button again to return to the main Guide.

Program Information

Highlight a program title and press **INFO** on your remote to see detailed program information. Use the  direction arrow to highlight one of the following options:

- Watch **CHANNEL**.
- Add **REMINDER**.

(With PVR subscription)

- **SERIES EPISODES** (displays list of all program occurrences).
- Press **EXIT** or  on the remote to return to Guide.

Detailed program information can also be accessed when not in the Guide. While watching a program, press **INFO** on the remote to display title and duration of the current program. Press **INFO** a second time to display the full program description.

Favorites

The Favorites feature allows quick access to your most frequently viewed channels. Use the default Guide to create one for each person in your household (up to 5)!

Create a Favorites List

1. Press **MENU** on the remote
2. Select **ACCOUNT/INFO/SETTINGS**, then **FAVORITES**.
3. Highlight **NEW FAVORITE**, press **OK**.
4. Use the displayed keyboard to enter a name, then select **OK**.
5. Use the directional arrows to access and scroll through the available channels.
6. Highlight a specific channel and press **OK** on the remote to select desired channels.
7. Select **OK** to save and return to the menu.
8. Press the **GUIDE** multiple times or **Blue** function button to toggle between each created list – including “All” and “Subscribed.”

Favorites & Auto Tune and Reminders

Channels not selected in your favorites list will be unavailable to watch or see in the Guide when using the selected favorites list. Switch to subscribed to view or watch all available channels.

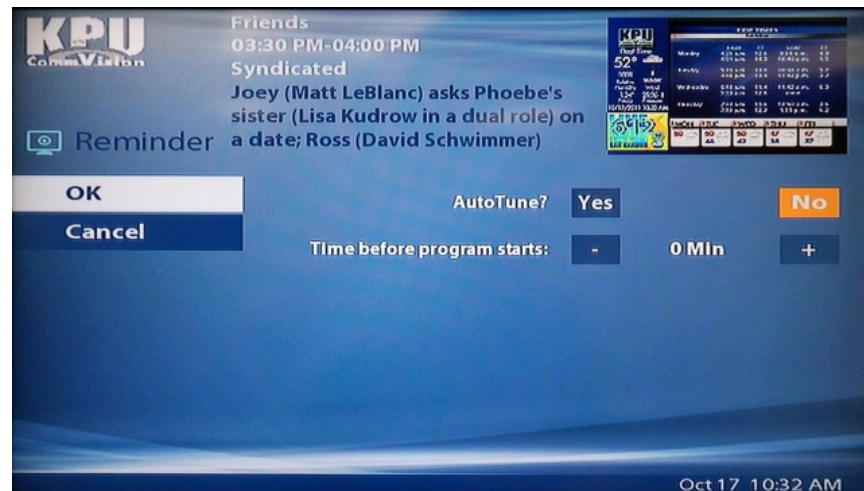
Delete a Favorites List

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **FAVORITES**.
3. Select **EDIT FAVORITE**.
4. Use the directional arrows to toggle between and highlight the list you want to delete. Press **OK**.
5. Press **Red** function button.
6. The **CONFIRM** dialog box appears. Select **YES**.

Auto Tune and Reminders

Never forget when your favorite program starts. Schedule a Reminder to notify you before the show starts or schedule an Auto Tune to have it change the channel for you!

1. Press the **Guide** button to access the DTV Guide.
2. Highlight the future program and press **OK**.
3. Arrow to **ADD REMINDER** and press **OK**.



4. To set a **REMINDER**: Use the directional arrows on the remote to highlight **NO** and press **OK**.

To schedule an **AUTO TUNE**: Use the directional arrows on the remote to highlight **YES** and press **OK**.

5. Set the notification or auto-tune time. Arrow down to "Time before program starts" to highlight and select the +/- buttons to set a time period from 1 to 99 minutes.
6. Select **OK** to save your settings and return to the menu. Press **EXIT** or a left directional arrow to return to the Guide. A small clock will appear next to the program you have selected.
7. When the reminder appears, select **WATCH NOW** to accept or **DISMISS** to ignore.

Music & Video-On-Demand

Music

Access over 40 different channels that feature continuous, commercial free, digital quality music in a variety of genres.

1. Press the **MUSIC** button (bottom of remote).
2. Press the **GUIDE** button while in this feature to see a complete listing of music channels by genre. Select the desired channel or genre using the directional arrows and **OK** on the remote.
3. Press the **DTV** button on the bottom of the remote to return to regular TV programming.

Note: You can also access the music channels by pressing the **MENU** button and selecting **MUSIC**.

Video-On-Demand

Video-On-Demand movies and programs are paid for at the time of airing and may be watched for up to 24 hours. Complete Video-On-Demand listings are available in the Interactive Program Guide.

Renting a VOD Movie

Get current movies and local programming at the touch of a button.

1. Press the **MOVIE** button the remote (bottom left).
2. Use the directional arrows to highlight the desired category, press **OK**:

Menu	Category	Events
	Events	Specials
		Kids
	Free On Demand	Music
		Abient.TV
		Discovery Networks
	HD	HD Movies
		Kayhi Sports
		Celebrity Chef
		LiveinKetchikan
	KPU VOD	Special Events
		HomeGrown
By Category		Hometown Heroes
		Monthly Grind
		New Releases
		Library
		Independent
	Movies	En Espanol
		Passion Zone
		Bonus Footage
		Box Office Preview
		Foreign Flix
	Premium Channels	Filipino
By Title	(Search for movie titles)	
By Actor	(Search by actor's name)	
By Director	(Search by director)	
Rented Movie List	Previously viewed movies	
Alphabetical	(Search for movies alphabetically)	

Video-On-Demand & Pay-Per-View

3. Use the directional arrows to select a subject from the displayed list, press **OK** on the remote.
4. Continue to use the directional arrows and the **OK** button to navigate through all of the screens.
5. To return to regular TV viewing, press the **DTV** button or **EXIT**.

Pay-Per-View

Pay-Per-View movies and programs are paid for at the time of airing and may be watched once. Complete Pay-Per-View listings are available in the Interactive Program Guide (channels 970 and above).

Renting a PPV Event

1. Press **DTV** on the remote, then press **GUIDE**. Navigate using remote arrow keys or Page up/down to a PPV channel.
2. Press **OK** on the remote.
3. Select **RENT PPV**.
 - If the movie is in progress, a warning box appears to confirm the purchase. Options are **YES** or **NO**. Select **YES** to continue with the purchase. Select **NO** to cancel and return to regular programming.
4. Enter your **PIN**.

Note: Movies and events are not available to purchase until 15 minutes before the start time.

Cancel a PPV Purchase

You can cancel a PPV purchase before the program begins. Once the program has started, you will not be able to cancel the purchase.

1. Press **DTV** on the remote, then press **GUIDE**. Use the directional arrow keys or Page up/down on the remote to navigate to the movie or event purchase you want to cancel.
2. Once the program is highlighted, press **INFO** on the remote.
3. Select **CANCEL PPV**.
4. Use the directional arrow keys and the **OK** to select **EXIT** to return to the Main Menu.
5. Select **DTV** in the Menu or press the **DTV** button on the bottom of the remote to return to regular programming.

Purchase History

The Account section of Account Info/Settings displays a detailed record of your movie rentals (both VOD and PPV) and costs for the last 30 days. This information is for explanatory purposes only.

1. Press **MENU** on your remote.
2. Select **ACCOUNT INFO/SETTINGS** and then **ACCOUNT**. The Enter PIN dialog box appears. Enter your **PIN**.
3. Your subscription name is displayed. Review the purchased movies, view charges, titles and dates for the last 30 days.
4. Use the directional arrows and **OK** to select **EXIT** to return to the main menu.
5. Select **DTV** in the menu or press **DTV** button near the bottom of the remote to return to regular programming.

Note: Setup Parental Controls to block and/or hide undesired channels and titles. See page 7 for details.

Caller ID

Caller ID on your TV is available with a subscription to the Caller ID feature on your KPU phone account.

Enable or Disable Caller ID

- Press **MENU** on the remote.
- Select **ACCOUNT INFO/SETTINGS**, then **CALLER ID SETTINGS**.
- The Caller ID Settings screen appears, with the following options:
 - Display only custom list (only displays number saved to the PHONE BOOK).
 - Enable/Disable
 - Display only calling number
- Turn options on or off, as desired, and then select **OK** to save changes and return to the menu.

Caller ID History

You can determine which numbers appear and how the information is displayed.

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Press **PHONE HISTORY**. The Caller ID History screen appears in reverse chronological order.
3. Scroll through the list to review incoming calls.
4. Press **EXIT** or  to return to the previous menu.

Phone Book/Custom List (Create a personal list of frequently used numbers)

Save Numbers from Caller ID History

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select **PHONE HISTORY**. The Caller ID History screen appears. Scroll through the list to highlight the desired call.
3. Press the **Yellow** special function button on the remote to add the number to the phone book.
4. Use the displayed keyboard to edit the name (if desired) then select **OK**.
5. Press **EXIT** or  to return to the previous menu.

Manually Add Numbers

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select **PHONE BOOK**.
3. Press the **Blue** special function key on the remote.
4. The Enter Name dialog box appears. Enter a name using the onscreen keyboard or the number keypad on the remote. Select **OK**.
5. The Enter Number dialog box appears. Enter the 10-digit phone number using the onscreen keyboard or the number keypad on the remote.
6. Select **OK** to save and return to the Phone Book list.

Caller ID, Closed Captioning & HDTV

Delete Caller ID History

When the maximum number of calls is exceeded, the oldest calls in the History will automatically drop off. However, you can delete specific calls from the list at any time.

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select Phone History. The Caller ID History screen appears.
3. Scroll through the list to highlight the call you want to remove from Caller ID History.
4. Press the **Red** special function key.
5. A confirmation box appears. Select **YES** to confirm and delete or **NO** to cancel.

Closed Captioning

To Enable/Disable Closed Captioning:

1. Press **MENU** on the remote
2. Select **ACCOUNT INFO/SETTINGS**, and then **CLOSED CAPTIONING**.
3. Use the directional arrows and **OK** on the remote to Basic Captioning (EIA-608) – Select CC1 to enable or **OFF** to disable.
4. Select **OK** to save and return to the previous menu.

HDTV

High Definition brings TV viewing to an entirely different level. The picture is crystal clear and brings the smallest detail to life. In order to view true HD you must have a HD compatible television, access or subscription to HD channels and the appropriate equipment, such as the Entone STB and preferred cabling.

Setting the Aspect Ratio and Resolution

For optimal picture quality for HD programming it is recommended that the aspect ratio be set to 16:9 and the resolution set to 780p*.

1. Press **MENU** on the remote.
 2. Select **ACCOUNT INFO/SETTINGS**, and then **PICTURE SETTINGS**. Use available options to change TV aspect ratio and HDMI output.
 3. Select **OK** to save changes and return to the main menu.
- **HDMI (Screen Resolution)** - For Standard-Def (SD), choose from 480i or 480p. For High-Def (HD), choose 780p.
 - **TV Aspect Ratio** - Select the appropriate option on your TV to preserve the complete image. Widescreen HDTVs have a 16:9 ratio, analog or SDTVs are typically 4:3.
 - **16:9 or 4:3 Handling** - Use the following settings to maintain the original image or prevent shrinking or stretching of the picture.

**Note:* If there is no video or an error message is displayed after a new resolution is selected, your TV may not support the selected resolution. Refer to your TV owner's manual for verification. Repeat the above procedures to find a resolution supported by your TV.

HDTV: Aspect Ratio & Resolution

TV Aspect Ratio 4:3 **Description**

16:9 Broadcast: Crops the left and right sides of the picture, filling the screen with a 4: image.

Image Handling: Center Cut-Out



TV Aspect Ratio 4:3 **Description**

16:9 Broadcast: Shrinks the picture to preserve its aspect ratio on a 4:3 screen. The image is full width with black bars at the top and bottom.

Image Handling: Letterbox



TV Aspect Ratio 16:9, 4:3 **Description**

4:3 Broadcast: Preserves the aspect ratio on a 16:9 screen. The image is full height with black bars at the left and right.

Image Handling: Pillarbox

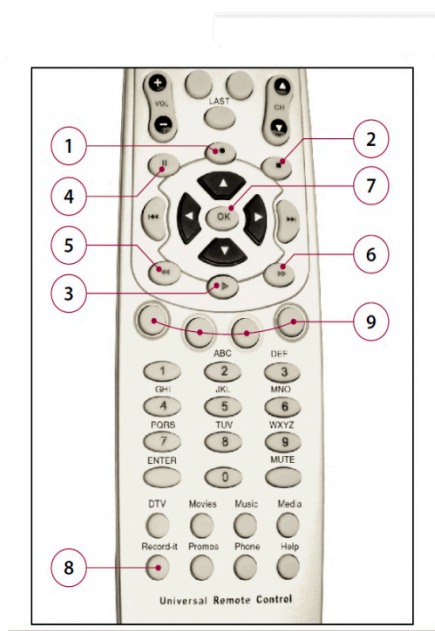


Appendix A: PVR Recording

Convenience. Choice. Control. KPU Commvision Personal Video Recorder (PVR) provides you the ability to record and play back television programs, movies and events – all at the touch of a button. Manage your own instant replays or pause the action when the phone rings, Pause Live TV puts TV view into your schedule.

The Remote

1. **RECORD** – Automatically record live TV – use while watching a live program or when programming is selected in the guide.
2. **STOP** – Stops playback of recorded program or returns program to real-time if Pause Live TV is in use.
3. **PLAY** – Use with recorded or paused live TV.
4. **PAUSE** – Pause Live TV or recorded program.
5. **REWIND** – Rewind a recorded program or time-shifted live TV. Press up to 5 times to rewind at increasing speeds (4x, 8x, 16x, 32x and 64x). Press PLAY to resume normal play.
6. **FAST FORWARD** – Fast forward a recorded program or time-shifted live TV. Press up to 5 times to rewind at increasing speeds (4x, 8x, 16x, 32x and 64x). Press PLAY to resume normal play.
7. **OK** – Selects a currently highlighted option in the menu.
8. **RECORD IT** – Access the PVR menu to see a list of Recorded and Future Recordings.
9. **SPECIAL FUNCTION KEYS** – Access to special menu items and views.



Appendix A: PVR Recording

Introduction

Common PVR Symbols

	GREEN	Program was successfully recorded and ready for playback.
	RED	Program is being recorded.
	RED	Program is scheduled to record.
	GRAY	Program scheduled to records has been canceled.
	GRAY	Program failed to record.

Access and Manage Recordings and Settings

Access the PVR menu to play-back and/or delete existing recordings, edit and manage future recordings and schedule new recordings. Recordings are separated into Finished and Scheduled. To access the PVR menu:

1. Press **MENU** on the remote.
2. Highlight **RECORDINGS**, press **OK** on the remote.
- or -
3. Press **RECORD IT** on the remote (bottom, left button, below the number key pad) for direct access to the Recordings menu.

Record

Record the program you're watching

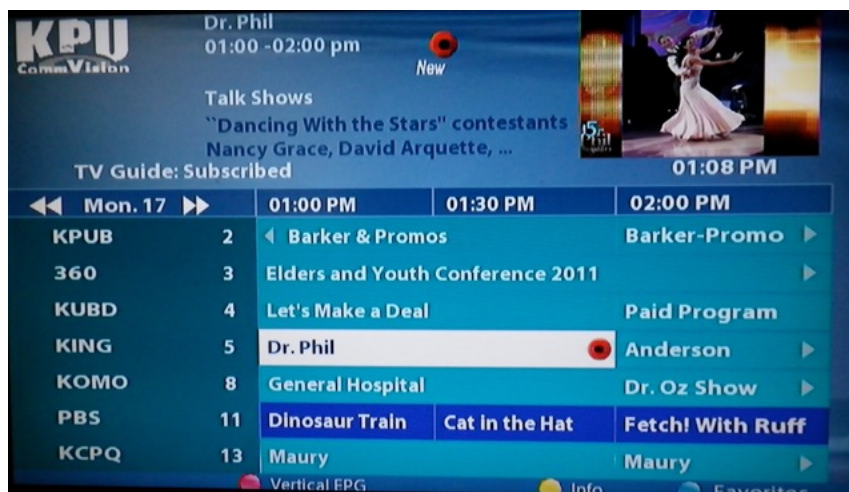


1. Tune to the desired program.
2. Press the **RECORD** button once.
3. A red dot will appear in the on-screen Information line of the program being recorded and the Entone STB will display **"Recording."**
4. Only one program can be recorded at a time. If more than one program is selected to record, an error will appear. See "Resolving Conflicts" (pg. 30) for more information.

Appendix A: PVR Recording

Tip: To stop a recording that is in progress, tune to the channel being recorded and press Stop (■). A confirmation box will appear. Select “Yes” to confirm or “No” to continue recording.

Record One-time from the Guide (Non-recurring)



1. Press **GUIDE**.
2. Use the directional arrows to highlight the desired program.
3. Press the **RECORD** button once.
4. A red dot will appear next to the program title in the Guide.

Optional:

5. Press the **RECORD** button a second time to edit Start, Stop and Deleting preferences.
6. Select **OK** to save changes and return to the Guide.

Record Series from the Guide (Recurring)

5. Highlight desired program in the Guide
6. Press **INFO** on the remote, the Program Details screen will appear.
7. Highlight “Record Series”, press **OK**.

Edit the Series Recording preferences, including All or New episodes and channel number:



Appendix A: PVR Recording

1. Press **RECORD IT** on the remote.
2. Highlight **SERIES**, press **OK** to select.
3. Highlight the desired recording, press **OK**. A list of upcoming episodes is displayed.
4. Press the **Green** special function button to access “**Options.**”
5. Use the directional arrows and **OK** on the remote to edit the following options:
 - Start and Stop times
 - Deleting priority
 - Number of episodes to keep (1-5 or All)
 - Which episodes (New only or All)
 - Channel preference
6. Select **OK** to save the changes and return to the list of episodes.
7. Press **EXIT** to return to the Series menu. Press a second time to return to the Recordings menu.
8. Press **EXIT** or **DTV** to return to regular programming.

Record a Specific Date and Time (Non-recurring)



1. Press **RECORD IT** on the remote.
2. Select **NEW**.
3. Select **TIMED RECORDINGS**.
4. Use the black directional arrows, **OK** and the Number Key Pad on the remote to set the following:
 - Channel
 - Date
 - Start and Stop times
 - Deleting priority
 - Name the recording
5. Select **OK** to save changes and return to the Recordings menu.
6. Press **EXIT** to return to the Main menu.

Appendix A: PVR Recording

Record a Specific Date and Time (Recurring)



1. Press **RECORD IT** on the remote.
2. Select NEW.
3. Select RECURRING RECORDINGS.
4. Use the black directional arrows, OK and the Number Key Pad on the remote to set the following:
 - Channel
 - Date
 - Start and Stop times
 - Number of episodes to keep
 - Deleting priority
 - Name the recording
5. Select **OK** to save changes and return to the Recordings menu.
6. Press **EXIT** to return to the Main menu.

Edit Scheduled Recordings



1. Press **RECORD IT** on the remote.
2. Select SCHEDULED, press **OK**.
3. Highlight the program you want to edit, press **OK**.

Appendix A: PVR Recording

4. Choose from the following options:
 - EDIT – Adjust the start and stop times and set the deleting priority.
 - RECORD SERIES – Turns a non-recurring recording into a Series Recording. See page 20 for more details on Series Recordings.
 - ADD REMINDER – Schedule a reminder or Auto Tune. See page 12 for more information on Reminders.
 - DELETE – Deletes the selected program.
 - ALL EPISODES – Displays a list of all upcoming episodes.
5. Press Exit to return to the previous menus.

Watch a Recorded Program

1. Press **RECORD IT** on the remote.
2. Select FINISHED, press **OK**. A list of completed recordings is displayed (Most recent to oldest).
3. Highlight desired program, press PLAY () or **OK** on the remote.
4. Normal DVD-like functions are available during playback, including Pause, Rewind and Fast Forward.
5. When finished watching a recorded program you will be given the option to Delete the recording. Select “Yes” to delete or “No” to save.

Jump Time

During playback, you can jump forward or back by a specified amount of time.

1. Follow steps to Watch a Recorded Program.
2. During playback, use the number key pad on the remote to enter the amount of time you want to advance or rewind (H:MM:SS).
3. Press the **FAST FORWARD** () button on the remote to advance or the **REWIND** () button to go back.

For Example:

To advance 1 minute 15 seconds, press 1, 1, 5, then press **FAST FORWARD** ()

To go back 45 seconds, press 4, 5, then press **REWIND** ()

Deleting Recordings

1. Press **RECORD IT** on the remote.
2. Highlight SCHEDULED or FINISHED for single episodes or SERIES for entire series recordings.
3. Press **OK** to select.
4. Highlight the program or series you want to delete.
5. Press the **Red** special function key. A confirmation box appears.
6. Select YES to confirm or NO to cancel and return to the recordings list.
7. Press **EXIT** to return to the previous menu.

Appendix A: PVR Recording

Recording Preferences and Available Space

Available disk space and global recording preferences can be found in the PVR Settings Menu.

1. Press **MENU** on the remote.
2. Highlight ACCOUNT INFO/SETTINGS, press **OK**.
3. Highlight PVR SETTINGS, press **OK**.
4. Use the available PVR storage as listed. (remaining hours and space listed are approximate)
5. Use the directional arrows and OK on the remote to adjust the following settings for ALL recordings:
 - Start and Stop times
 - Deleting priority
 - Save Failed Recordings (1-5 days)
6. Select **OK** to save changes and return to the menu.

Resolve Conflicts

Recording Conflict

One program can be recorded at a time. If two or more programs are scheduled to record at the same time, a screen will appear listing the conflicting programs. The program on top is given priority and the second item will not record. To resolve this conflict:

1. Use the  directional arrow on your remote to highlight the desired program.
2. Press the **Yellow** special function key to move the highlighted program Down.
3. Press the **Blue** special feature key to move the highlighted program Up.
4. Highlight and select OK to confirm and save changes.



Appendix A: PVR Recording

Pause Live TV

Pause Live TV gives you pause, playback and rewind capability. As soon as you tune to a channel, it starts storing live TV content into a buffer that contains up to 100 minutes of SD or 60 minutes of HD content. (*Note:* This content is not available for later playback.)

Pause Live TV enables you to:

- Watch a live broadcast.
- Pause the live broadcast (Pause Live TV) by pressing Pause (). To resume normal play press Pause again or Play ().
- While in normal play mode, press REW button () or FFW () to rewind or fast forward. Press multiple times to increase the speed up to 64x.
- Stop Pause Live TV and resume the live TV broadcast by pressing STOP ().

Note: Changing channels will erase the buffer and cause it to start over from the time the new channel is tuned to. Viewing the guide, setting future recordings or managing menu options will not impact the buffer.

PVR and Parental Controls

If Parental Controls are enabled a password is required to watch a recorded program that exceeds the parental settings.

The password is not required to schedule a recording if parental controls are enabled. However, if the program is currently recording, the channel will not be displayed unless the appropriate password is provided.

Refer to page 7 for more information on Parental Controls.

PVR and Pay-Per-View

PVR recording is not available on pay-per-view or video-on-demand channels.

Troubleshooting and FAQs

1. When trying to record a program, the following error appears: **“Recording is Not Enabled on the Channel.”**
 - PVR functions (recording and time-shifting) are not permitted on Pay-Per-View or Video-On-Demand channels. Verify that the program you are trying to record is not a Pay-Per-View or Video-On-Demand program.

Appendix A: PVR Recording

2. Recorded programs are missing from the Recorded List.
 - A. Verify that you are in the 'Subscribed' guide and not in a 'Favorites' channel list.
 - Press **GUIDE** on the remote.
 - The name of the active guide will be displayed on the top, left, above the date. (i.e. All or Subscribed) – Refer to pages 9-10 for additional information about available guides and favorites.
 - Press the **Blue** special function key to display a list of available guides and select 'Subscribed' or press **GUIDE** multiple times until 'Subscribed' is displayed.
 - Check your recorded list to verify that the missing program is now available.
 - B. Access to PVR recordings requires a subscription to the originating channel. For example, if recorded a movie on HBO but later canceled your HBO subscription, the recorded program will no longer be available to watch. Please contact our Customer Service department for assistance with your channel subscriptions.
 - Re-subscribing to the originating channel will allow you to view the recorded program if it has not been deleted.
 - The recorded program may still be using available disk space. To delete the recorded program, switch to the 'All' guide (instructions above) and follow the steps to delete a recorded program.

Appendix B: Troubleshooting

No Picture / Service is Not Working

The Standby indicator light is not lit.

1. Check the power cord, making sure it is plugged in all the way and securely connected to the back of the Entone Set Top Box.
2. If it is plugged into an outlet that is controlled by a wall switch, make sure the switch is in the "On" position.
3. For additional help, please contact our Repair Department at 611 or 225-2111, option 1.

The Standby indicator is Amber and the service is not working.

1. Press the **TV**, then **PWR** on the remote to turn on the television.
2. Press the **STB** button then **PWR** to initiate control of KPU Commvision functions to verify that the Entone Set Top Box is turned on.
3. Reboot the Entone Set Top Box if the Standby light does not turn Green after a few minutes. (*Instructions below*)
4. If the problem persists after rebooting, please contact our Repair Department at 611 or 225-2111, option 1.

The Standby indicator is Green but there is no picture.

1. Check the connections on the back of the Entone Set Top Box, making sure they are correct and secure.
2. Verify that the TV itself is set to the right channel or input. Refer to the *Welcome* page for information specific to your installation. Press the **TV** button and then the **INPUT** button on your remote to cycle through the input options. Match the input on the *Welcome* page to the input on the television.
3. Reboot the Entone Set Top Box if there is still no picture. (*Instructions below*)
4. If the problem persists after rebooting, please contact our Repair Department at 611 or 225-2111, option 1.

Reboot the Entone Set Top Box

1. Unplug the Entone Set Top Box for 10-20 seconds and plug it back in.
2. The Standby light should turn green within one (1) minute, followed by a series of loading screens. It may take several minutes for this process to complete.

Appendix B: Troubleshooting

Troubleshooting the Ruckus Wireless

KPU Commvision is an Internet Protocol service. The video signal can be delivered to the television from the modem via coax or wirelessly. If your service is wireless, KPU will have installed a Ruckus Master at the modem to deliver the IP signal to a Ruckus Adapter which is then plugged in with an Ethernet cord to your Entone Set Top Boxes.

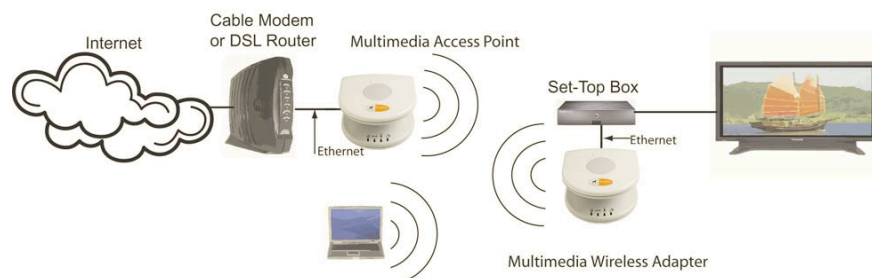
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Label	LED	Activity	Description
1	Power	Green	Power is supplied to the Ruckus.
		Off	Power is not supplied to the Ruckus.
2	WAN Connectivity	Green	The WAN port has detected link.
		Flashing Green	Data is being transmitted or received on the WAN port.
		Off	No link connectivity.
3	Wireless Device Association	Amber	The WLAN interface is up, but no station is connected.
		Green	A station is connected to the WLAN (either the home WLAN or the KPU WLAN).
		Off	WLAN is not up.
4	Signal Quality	Green	Good signal quality at the KPU WLAN interface.
		Flashing Green	Marginally acceptable signal quality at the KPU WLAN interface.
		Off	No station associated with KPU WLAN.

Appendix B: Troubleshooting

Troubleshooting the Ruckus Wireless

A typical installation consists of a 7800 connected to a DSL modem. The 7811 sends wireless signals to an adapter (7111) that is connected to a set top box. One 7811 can send wireless signals to multiple adapters throughout the home.



Troubleshooting Setup

If you cannot see video on your TV, follow these troubleshooting tips:

1. Disconnect the 7111 power adapter (the unit connected to the STB).
2. Re-connect the 7111 power adapter.
3. From the TV connected to the set top box, check to see if you can watch IPTV channels.
4. If not, turn off the set top box.
5. Turn on the set top box.
6. Re-check the TV channel.
7. Disconnect the 7811 power adapter (the unit connected to the DSL modem).
8. Reconnect the 7811 power adapter.
9. Turn on the set top box.
10. Check the LED status lights to verify correct operation (see above).
11. Make sure you are using the power adapter supplied by Ruckus Wireless.
12. Make sure the Power LED is lit. If it is not lit, make sure the power cord is properly connected to the 7111 and that the power supply adapter is properly connected to a functioning power outlet. If the problem persists, you have a hardware problem and should contact our Repair Department at 611 or 225-2111, option 1.
13. Make sure your Network LED is lit. Make sure the Ethernet cable connections are secure at the 7111 adapter and your set top box. The Network LED on the 7111 adapter indicates a link when the adapter is fully seated in the port.
14. Make sure the Wireless LED is either steady or flashing Green. If it is not lit, the Wireless settings may be incorrect between the 7111 adapter and the 7811 Master. Contact our Repair Department at 611 or 225-2111, option 1.

Enjoy your Locally Owned and Operated KPU Commvision Service!

Call 611 or 225-2111 option 1 if you have any questions concerning our service.

For billing or to add new services contact Customer Service at 228-5474.